

*BEYAC RESUMES NON STUDENTS
MISCELLANEOUS*

1. AMBAYE, SAMUEL
2. ANDERSON, KABUCHI S.
3. BELLAMY, CRAIG
4. CARTWRIGHT, RYAN D.
5. EDMOND, AARON L.
6. JOHNSON, CRYSTAL
7. NICHOLSON, EMMETT
8. OWENS, PAULA
9. PASCHALIDIS, JENEAN P.
10. PIERRE, STANLEY
11. SCHAIER, STEVEN J.
12. SIMMS, DEREK L.
13. STRICKLAN, CHARLES P.
14. SWANSON, JOSEPH V.
15. WILLIAMS, JOSEPH

Samuel Ambaye
8712 Bradford Rd. APT 6
SILVER SPRING, MD 20901
Cell phone (240) 620-3542
skambaye@yahoo.com

Objective: To obtain a computer related entry-level position.

- Computer Programming Visual Basic C++.
- Data Structures/Algorithm.
- Operating System.

Education: University of Maryland Eastern Shore
Princess Anne, MD. 21853
Bachelors of Science Dec. 2003
Major: Computer Science.
G.P.A 2.88

Experience: University of Maryland Eastern Shore Princess Anne, MD. 2001-2003.
Tutor in Mathematics and Computer Science Department.
Help students with:

- Clarification of concepts and examples in books.
- Explanation of problem-solving steps.
- How to get started on a problem & set up word problems.
- How to work a problem from beginning to end.
- Evaluation of students' work.

Life Time Masonry & Gen. Const. Co. Inc. 2003, manual labor.

Kings Creek Gas station, Princess Anne, MD. 2001-2002, Customer Service.

- Answered customers' questions.
- Keep the store and the pumps in well-organized manner for service

Seven Eleven Washington, DC 1999-2000, Sales Associate.

- Provided excellent customer service.
- Answered customer questions and totaled purchases.
- Balanced cash drawer accurately on regular basis.
- Organized merchandise as needed for a week.

Recognitions & Activities

- President, Ethiopian Student Association (ESA), Univ. of MD. Eastern Shore 2001-2003
- Highly participated in Orthodox Christian Bible study by organizing the member and preach.
- Community Service award of International Student Association Dated 11th day of Dec. 2003.
- Certificate of Academic Achievement at the Forty-ninth Annual Honors Convocation at UMES, Dated 4th Apr. 2002.
- Certificate of Participation on Ethnic Festival at UMES Dated 20th day of Nov. and 11th day of Dec. 2003.

References, available upon request.

Kabuchi S. Anderson

624-B N. Eutaw ST • Baltimore, MD 21201
kanders75@hotmail.com • (443)416-8515

Objective: To support the growth of an organization that provides challenge, encourages advancement, and rewards achievement with the opportunity to utilize experience, skills, and proven abilities.

Professional Experience:

Baltimore County Public Schools
Mathematics Instructor

August 2002 – Present
Towson, MD

- Develop lesson plans including objectives, drills, and classroom and homework exercises.
- Instruct high school students in the understanding of Trigonometry with Algebra and Geometry, utilizing various methods of lecture and demonstration; using audiovisual aides and other materials to supplement presentations.
- Create and administer written and practical exams.
- Evaluate and monitor students' performance.
- Provide leadership and mentorship to students aspiring to study technical disciplines.
- Enhance real world problem solving skills using engineering background.
- Present career informational seminars using industry professionals.

Lucent Technologies, INC.
Systems Equipment Engineer

January 2001 – March 2002
Hunt Valley, MD

- Technical sales support that empowered account executives of multibillion-dollar account team with the knowledge and tools to assess customers' business needs and meet industry standards through solution sales.
- Provided analysis related to the design, development and implementation of hardware.
- Determined the appropriateness of equipment based on client requirements. Analyzed field data and provided product specifications for client review.
- Supported the increase of repeat business through extensive consultation with customers regarding specialized needs.
- Anticipate clients needs, goals and constraints through thorough project investigation and data analysis

Raytheon/Washington Group International
Track Engineer

September 1999 – December 2000
Princeton, NJ

- Responsible for track design of the Hudson Bergen Light Rail Transit system which included cross-sections, vertical and horizontal alignments, equipment detail sheets, curve data sheets, etc. using computer aided design software including, but not limited to MicroStation, AutoCAD, and Inroads.
- Provided tactical and strategic input on overall planning for light rail and freight track placement, rail type and structures surrounding the track that included walls, drainage systems, and bridges.
- Prepared and modified cost estimate reports for upper management to reflect project changes.
- Carried out research/development activities for projects in New Jersey and Minnesota.
- Prepare and assist in the preparation of Construction Plans for various design projects.

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Michael Baker Jr. Incorporated
Lead CAD Technician

May 1999 – September 1999
Frederick, MD

- Preparation of project plan sheets under the direction of Project Manager.
- Assist in the design of paving, grading and utility layout.
- Coordinate with other CAD technicians and engineers for increased project efficiency.
- Provide quantities and cost estimates based on current design and anticipated project needs.
- Increase engineering knowledge while gaining a complete understanding of practical design techniques and project coordination requirements.

Internship Experience:

Sverdrup Jacobs Engineering
Engineering Assistant

June 1998 – August 1998
Baltimore, MD

- Design of various engineering projects in Highway Design.
- Coordinate project needs and design requirements.
- Assist Project Manager in various designs and project requirements.
- Increase engineering knowledge and design experience.

Daniels Consultants, Inc.
Engineering Assistant

August 1998 – September 1998
Columbia, MD

- Preparation of Construction Documents.
- Anticipate engineering needs and respond to clients' requests.
- Assist CAD Technicians with drafting workload.
- Increase engineering knowledge and design experience.
- Contact City Engineers and respond to city comments and questions.

KCI Technologies, Inc.
CAD Technician

September 1998 – December 1998
Hunt Valley, MD

- Transferred existing Baltimore City Pipe data into CAD format using Micro Station.
- Anticipate engineering needs and respond to clients' requests.
- Assist CAD Technicians with drafting workload in other disciplines.
- Increase engineering knowledge and design experience.
- Contact City Engineers and respond to city comments and questions.

Department of Transportation
Entry level Engineer

May 1996 – June 1997
District of Columbia

- Prepare and review project design calculations.
- Assist engineering department with design workload.
- Coordinate with other Departmental Engineers and Project Managers.
- Provide anticipated cost projections for various transportation projects.

Kabuchi S. Anderson

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EDUCATION:

Morgan State University
Bachelor of Science, Civil Engineering

May 1999
Baltimore, MD

Courses: *Project Management, Engineering Economics, Probability and Statistics, Transportation Engineering, Environment Engineering I & II, Structural Analysis*

TECHNICAL SKILLS:

MicroStation	AutoCAD (v.12-2004)	InRoads
MSOffice	AutoCAD Land Development	C++

PROFESSIONAL SKILLS:

Quick Study	Hardworking	Knowledgeable
Assertive	Multi-Tasking	Work Conscious

AFFILIATIONS:

2001 to Present – Prince Hall Free and Accepted Masons, Baltimore, MD

*SOUTH CAROLINA
(WILLING TO RELOCATE)*

Craig Bellamy

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Longs SC 29568
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bellamy82@hotmail.com

- Objective:** To become a valuable asset to an organization by using skills and experiences acquired resulting in future career advancement opportunities
- Skills:** Punctual, flexible, respectful, honest, self motivated, team player, excellent interpersonal skills
- Education:** **Bachelor of Science Degree in Electrical Engineering Technology ; Minor in Mathematics**
South Carolina State University Orangeburg, SC December 2003
- Professional Experience**
- South Carolina State University of Transportation Center 08/02 – 12/03**
Research Assistance
- Conducted extensive research on Global positioning Systems (GPS) and International Transportation Systems (ITS) dealing with Traffic Notification Systems
 - Designed and submitted proposals on Traffic Notification Systems
 - Assisted with implementing Traffic Notification System in multiple states
- Santee Cooper Electric Co. N. Myrtle Beach, SC Distribution/Design 05/02 – 08/02**
Engineering Intern
- Received extensive training on electrical blue print design for structural elements and cities
 - Worked with multiple programs such as : Work Management Information System(WMIS), Electrical Information System (ETS), and Arcveiw
 - Consistently trained on how distribution system are designed and how they work
- Barefoot Landing North Myrtle Beach, SC 05/02 – 08/02**
Landscaping
- Assessed various causes of damage to lawn and plants and administered the appropriate treatment
 - Performed various administrative duties
 - Enhanced and maintained the quality of landscape in the area
- City of North Myrtle Beach Myrtle Beach, SC 01/96 – 12/97**
Sanitation Engineer
- Devised and coordinated methods of improving town infrastructure
 - Provided customer service to external clientele
 - Assisted with welding heavy machinery
 - Received award for Employee of the Month
- Farming Longs, SC 01/89 – 12/92**
Cultivation Technician
- Extracted tobacco leaves to be processed
 - Operated multiple types of farming machinery
 - Supervised the production of healthy crops
 - Motivated employee morale and increased worker productivity through competition.
- Technical Experience** LabVIEW, AutoCAD (Microsoft Windows; 95,98,NT, 2000), soldering, modern residential wiring, Electronic work bench, C++, Fortran, Microsoft Office suite, Program Logic Control, Pspice, Carbide rod welding
- Interests** Mentoring with Project Flavor, Inventions, programming, robotics, and barbering
- References** Available upon request

RYAN D. CARTWRIGHT
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OBJECTIVE

To obtain a position within the Information Technology field specializing in computer graphics, Internet web development, and/or Data Analysis

SKILLS and ACCOMPLISHMENTS

Independent Contractor

- Developed 3-dimensional models and created 3-dimensional animations for Military
- Created digital art for web-based manuals for different government agencies
- Developed 3-dimensional models and created 3-dimensional animations for start-up video game entertainment firm
- Developed a graphics presentation package for the National Council for Negro Women
- Created illustrations and digital art for an independent poet's published work

Digital Artist Intern

- Developed realistic 3-dimensional models for a historical preservation project
- Created 3-dimensional animations for an anti-drug production
- Assisted in the development of WebPages for a historical preservation project

PROFESSIONAL EXPERIENCE

May 2002 – August 2002

Regal Decisions Inc. - **Data Analyst Intern**

- Surveyed Bureau of Citizenship and Immigration Service's (formerly INS) ports and collected data concerning efficiency of traffic flow
- Created simulations and tests, using data collected from government sites, to determine whether immigration ports are operating at an optimal level
- Produced models and/or maps from photographs taken at immigration port sites using Adobe Photoshop 7 and Auto Cad 2000

June 2000 – April 2001

Ladorn Systems - **Data Analyst**

- Designed company brochures and created reporting forms using Microsoft PowerPoint and Crystal Reports software
- Developed layouts for presentations in PowerPoint
- Data Entry, scanning, and filing

January 2003 – May 2003

Imaging Research Center (IRC) - **Digital Artist Intern**

August 2001 – Present

Freelance - **Independent Contractor**

TECHNICAL

Adobe Photoshop CS
Maya 5
3D Studio Max 6
Dreamweaver MX
Adobe After Effects 6

Adobe Illustrator
Corel Draw/Paint
Microsoft Office
Adobe Image Ready
Adobe Premiere

AutoCAD 2002
Quark Express 5
Flash MX
Lightwave 7
Anark Studios 2.0

EDUCATION

University of Maryland Baltimore County, B.S. Information Systems focus on Computer Graphics: May 2003, Major GPA 3.0

REFERENCE

Available upon request

Aaron L. Edmond
1348 Gittings Ave.
Baltimore, MD 21239
(410) 433-9559
AaronLEdmond@yahoo.com

SKILLS SUMMARY

- Strong knowledge of basic PC architecture and related peripherals.
- Solid experience as a Helpdesk - PC Technician.
- Working knowledge of TCP/IP, network administration best practices.
- Progressive customer service, multi-media and photography experience.

EDUCATION

- Bachelor of Science – Computer Science
Coppin State College, 2003
- A+ Course Completion Certificate; Net+ Course Completion Certificate; CCNA Course Completion Certificate - TESST College of Technology, 2003

WORK EXPERIENCE

Wharton Logistics (3rd party contractor for Vis.align)

Help Desk Engineer

February 2004 – Present

- Provide first & second tier phone & remote desktop control support (via LANDesk) to over 1500 users from 10+ communities in 7 states.
- Assist users with problems ranging from account lockouts, to remote printer setups, to server related application problems, to profile cleanups, to remote software installs.
- Assign calls to appropriate support groups as required via Touchpaper.

Paradigm Integrated Services (3rd party contractor)

PC Technician

January 2004 – January 2004

- Inventoried workstations for a local insurance company.
- Performed PC moves and HW & SW troubleshooting.

Friends School

Help Desk Analyst

September 2003 – November 2003

- Provide in-person & phone support for desktop, network, and application related issues, for over 1000 end-users (students & faculty).
- Monitor Help Desk phone line and email account for reported issues.
- Provide desktop and network support for virus intrusions.
- Light Network Admin. Duties: account creation, privileges, remote software installs, & firewall monitoring.

Coppin State College

Volunteer PC Technician

January 2003- February 2003

- Constructed computer lab for the Math and Computer Science department.
- Performed new workstation rollout and XP Pro upgrade for faculty
- Performed operating system installations using Norton Ghosting software.
- Installed hardware peripherals and software in lab workstations.
- Performed HW & SW troubleshooting and PC repairs – upgrades as needed.

HARDWARE / SOFTWARE

Microsoft XP, 2000 Pro & Server, NT 4.0,98, 95, MS Office 97-XP, Active Directory, Microsoft Outlook, Norton Anti-Virus, Norton Ghost, LANDesk, Touchpaper, HP printer family, Shoreline, Citrix Mgmt. Console, Network hubs, network interface cards (NIC), Ethernet, TCP/IP, FTP, HTTP, Internet Explorer.

Crystal Johnson
(410) 415 - 5773

721 Templecliff Road Pikesville MD. 21208

To obtain employment in which I can creatively use a wide range of skills and talents.

QUALIFIED BY

Specialized professional studies and corroboration, five years of substitute teaching requiring quick adaptation to new and assorted situations, and extended commitment in youth community programs. Dedicated to helping students become all they can be, developing self-esteem and confidence along with academic strengths. Docility, attunement and enthusiasm.

EDUCATION

BS SPECIAL EDUCATION, 1999. Coppin State College, Baltimore, Maryland
Certification Christian Education, 1989. Aneon Bible College, Indiana Indianapolis
Washington Employment Education, 1983. Strayer Business College, Tacoma Wahsington

KEY SKILLS

Curriculum Development	Classroom Guidance	I.E.P's
Instruction Strategies	Lesson Plans	Micro Soft Ware

RELATED ACCOMPLISHMENTS

Teacher, Thomas O'Farrell Youth Center, Marriotsville, Md (Currently Employed)

Teacher, Medow Brook Education Center, Baltimore, Md (Aprilt 2002-July 2002)

Responsibilities: English Teacher for Special Education Dept. Students in grades nine - twelfth grades.

Advocate, Baltimore City College, Baltimore, Md (2001- 2002). Reponsibilities: maintaining accuracy of records for one hundred youths, hoome visitations, attending sponsored civic, recreational and cultural affairs, appointments setting, conducting basic skills testing, referring youth for employment oppourtunities, vocational trainging and college prep.

Executive Adminstrative Assistant, for Arbutus Memorial Park, Baltimore, MD (2000-2001.

Responsiblilities were operating the Panasonic digital phone system, filing, oredring supplies, mailing letters, creating flyers and memos, typing letters, developing tables and graphs, monitoring time sheets, and distributing payroll checks, faxing reports, preparing expense reports.

Taught variegated subjects in an inner city elementary and high school with a multi-cultural student body, working with special and regular education students, on mastery of basic skills.

Capability has led to repeated and frequent requests to take on new assignments.

Established Parent Institute in churches and organizations throughout the Baltimore, metropolitan area

Substitute Assignments

Furman Templeton Elementary School, Baltimore, Maryland

(1999- 2000)

Teacher, Patterson High School, Baltimore, Maryland

(1993-1997)

Contributed Services

Teacher Sunday School , St. Matthews Gospel Tabernacle

Outreach Chairperson , St. Matthews Gospel Tabernacle

Business Sector

Parent Institute, St. Matthews Gospel Tabernacle, Baltimore, Maryland

References upon request

Open
Baltimore / DC Metro
ARCA

715 Walnut Grove Rd.
Baltimore, Md 21221
Phone 410-391-1735
E.I.nick@att.net

Emmett Nicholson

Objective

To obtain a challenging position as a Telecommunication Analyst that utilizes the abilities attained through extensive military training, education and work experience.

Summary of qualifications

1989 - present

- Over fourteen years of progressive hands on experience in all disciplines of Telecom / IT industry (administration, installation & engineering)
- Honorable Discharge United States Army / Maryland Army National Guard (E-5, Secret Clearance)
- Tested and turned up wireless network circuits in both simulated and actual combat environments in military.
- Tactical Microwave / Satellite Systems Controller
- Managed Baltimore City Government 24 hr/7 day call center.
- Earned a Cisco CCNA in July 2000.
- Performed field surveys in Verizon central offices.
- Detailed Specification Writer (Transmission Systems Engineering)
- CAT-5 / CAT-3 network cabling technician.
- Possess excellent communication skills, both oral and written as evidence by delivery of numerous briefings to superiors and subordinates.
- Can work effectively individually or as a productive member of a team.
- Ability to quickly learn and adapt to different telephone systems and network technologies.
- Currently pursuing Bachelor of Science Degree in Information Technology.

Professional experience

2000 - present

Century Technology Silver Spring, MD

Specification Writer (Telecom)

- Analyze site surveys, customer equipment orders (TEO), and engineering data sheets to determine engineering requirements.
- Responsible for preparing engineering detailed specifications compliant with standards for ordering all products and materials associated with customer requirements.
- Complete equipment cable running list and update existing drawings to reflect engineering updates.
- Investigate and implement resolution of field complaints.

- Working knowledge of numerous systems to include, ADSL, Coppermax Lineshare, Fujitsu Flashwave 4300 & 4500, Lucent Metropolis DMX Multiplexers, Soneplex Wideband 3190 & Loop Extenders, DDM2000, Wavestar 2.5G, FT2000 OC-48 Systems, & FLM2400/600 muxes.

1999 – 2000 US Census Bureau / Texel Corp. Baltimore, MD.

Network Support Technician / Installer

- Installed, tested and replaced CAT-5 and fiber optic cabling on over 500 work stations, document scanners, and printers.
- Completed additions, moves, and changes to voice/data lines, wall plates, patch panels, jack couplers, and punch-down blocks.
- Coordinated with Network Administrators to resolve network circuit problems.

1995 – 1999 Dept. of Communication Services Balto. City Government

Telephone Supervisor

- Directed the efforts of fourteen Switchboard Operators and one Assistant Supervisor.
- Developed policies and procedures that improved the quality and efficiency of service provided by staff members.
- Maintained PBX telephone directory database that included over 50,000 records and numerous fields.

1989 – 1995 United States Army Europe, US

Tactical Microwave/Satellite Systems Controller

- Installed, operated, and maintained microwave troposcatter radio satellite and multiplexing equipment.
- Performed maintenance on wireless network terminals, and communication security (Comsec) devices.
- Maintained technical records and reports pertaining to equipment operation and ensured sufficient spare parts and supplies were readily available.

Education

2004 – Community College of Baltimore County

Information Technology

2003 - 2002 University of Phoenix

Information Technology

2001 – Lucent Technology

Common Systems Engineering

1994-1992 – US Army

Management Training

1984 – Walbrook High

References

Professional References will be furnished upon request

Ms. Paula Owens
713 Homestead
Baltimore, MD 21218
410-467-8793 (home)
email: paulaowens@earthlink.net

Paula Owens is a Senior **Applications Programmer Analyst** with technical expertise in analysis, design and development of multi-platform system applications. Excellent analysis skills as project lead for companies and government agencies in development of practical software solutions. Effective team leader with strong analytical and communication skills to determine and resolve requirements of complex systems, including developing answers for RFP, and system development life cycle software to implement and integrate for businesses. Accomplished in diverse implementations and tuning of legacy systems for Fortune 50 companies including project design, development, implementation and maintenance of circulation, manufacturing and insurance systems. Served as lead tech advisor and accomplished lengthy and complicated programming projects as part of a team. Completed modifications to database systems using embedded SQL, SQL queries, and file-aid to process credit applications and loans for First Data Resources. Analyzed system for Data Disaster Recovery by testing and reproducing system precisely and on time. Existing system analysis for circulation applications and developed new Y2K compliant code for the Baltimore Sun users after analysis of vendor solutions. Planned, coded, designed and implemented financial balancing reports for A/R and A/P systems and cycles. Led testing team for Medicare/Medicaid rewrite project, participated in Medicare/Medicaid program analysis and development rewrite, led conversion team for Medicare/Medicaid project.

EDUCATION

Bachelor of Science in Medical Technology, University of Maryland at Baltimore
Information Sciences, University of Baltimore
Certificate Program, Information Systems, University of Maryland, University College

TECHNICAL EXPERIENCE

Languages	SQL	Cobol/Cobol II	CICS	DB2	Fortran
Software/Tools	Microsoft Office Suite	JCI/JCL Procs	File-Aid	Librarian	VSAM
Systems	Windows NT/98/95	MVS/ESA	MS DOS	HP3000/6000	IBM 3080/370 38/36 series
Systems	OS/2	VM/CMS			
Databases	SQL	DB2	Access	IMS	

EMPLOYMENT HISTORY:

10/00 – 05/01 – Computer Task Group, Baltimore MD
Senior Programmer Analyst

Performed consultations, completed and tested projects for one of the world's largest insurance companies for beneficiary systems. Performed, debugged and completed on-call duties to fix daily log for A/R and A/P system problems, as well as cycle errors and a mixture of user business problems.

Assisted client by using stored procedures and SQL to provide reports on client's pensions, savings and payments through the A/R and A/P files and reports. Defined problems and business constraints, integrated new code to reporting system, and completed debugging of user reports. Completed design, coding, and implementation of enhancements to the beneficiary product for business unit to solve problem of duplicate checking system. Analyzed, compared and unit tested CSP conversion project in CICS and COBOL, tested online procedures through screen-by-screen process. Prepared reports for savings and investments units. Made changes through CA-7 and JCL to ensure daily running of jobs for local business units. Modified client database coding SPUFI, QMF, and Cobol, also debugged user-end DB2 products. Coded new and modified DLYCOR products to aid in the analysis of beneficiary account processing. Ensured user report problems were corrected by analysis of databases and user stored procedures.

01/00 – 05/00 – Verizon Communications, Arlington, VA
Senior Programmer Analyst

Consultant to Verizon providing analysis tools and research tools in TSO through company documentation. Provided testing for billing conversion, telecommunication projects, and JCL modifications for ExpressTRAK legacy systems, a billing system for local and long distance customers. Developed DB2 procedures so that client could process analysis of system balancing between legacy system and enhanced system. Implemented changes to jobs in cycle through analysis of current JCL. Modified JCL and IBM UTILITIES via CA-7. Evaluated cycle problems. Completed Quality Assurance team reviews for code as part of review team.

10/97 – 05/99 – First Data Resources, Hunt Valley, MD
Senior Programmer Analyst

Accomplished system development life cycle projects, analyzed system modifications and assessed system problems for the company responsible for today's cash free environment. Planned, analyzed, and defined company scope and boundaries for projects for the company's electronic credit and debit processing. Responsibilities included feasibility and initial assessment of development as well as system/unit testing for DB2/CICS electronic billing project. Planned, developed, assessed daily and situational problems for financial customers based on user meetings, interviews, and analysis of complex relationships of databases. Evaluated and completed end-user requirements and software solutions to update MasterCard files with new A/R, A/P database fields and files for credit processing utilizing DB2, Xpeditor, Spufi, File-Aid and Endeavor. Implementation was on-time and accurate. This was the first off-site development of a project for client.

Managed, evaluated and enhanced applications for batch and online CICS systems that process the credit applications and loans for banking institutions. Provided application support evaluation, and coding for credit history and score processing for banks to communicate with Equifax and TransUnion. Analyzed and wrote programs for Equation Apps system for Data Disaster Recovery through JCL and files. Reproduced, documented, and analyzed first successful version of application for DISASTER RECOVERY. Accomplished special coding of production problems for CHASE MANHATTEN BANK as part of a special team. Coded Y2K compliant COBOL and CICS. Quality review and peer review completed for all implemented projects.

02/90 – 10/97 The Baltimore Sun, Baltimore, MD
Senior Programmer Analyst

Prepared conceptual designs, led team in enhancement, and tested and evaluated expansion of current CICS applications project to expand from countywide to zip level advertising for large publisher. Identified software solutions to modify code for Circulation department that maintained a circulation of 540,000 for weekend papers. Integrated, maintained, and evaluated new code requirements for legacy system and new business machinery. Planned, analyzed, and revised 95% of circulation system by adding new screens and new VSAM files.

Programmed and maintained regular cycle for trucking, Unions, Paper Delivery Reps, marketing department, advertising department, and the Packaging department. Completed general design specifications as well as detail program design to integrate into our legacy system. Coded and performed unit and system testing for many projects.

Researched and evaluated analysis for cost-saving ADP requirements of vendor Y2K compliant Software. Analysis based on current system and new user requirements. Performed team review, worked in conferences, and analyzed rewrite of system by meeting in various cities' with daily newspaper staff and software suppliers. Advised management and user population of technical advantages of logical system design for ADP requirements.

Performed development, detail specifications, and coding of system full life cycle for maintenance and documentation of online CICS applications. Designed and optimized menu screens, account files with complex AIX system. Traced and tracked billing information in general and specifically for each account in batch. Maintained, evaluated, and balanced monthly reports and monthly credit/debit balancing.

10/87 – 02/90 – Computer Task Group, Baltimore, MD
Senior Programmer Analyst

Installed products and projects in DB2, COBOL, and CICS for insurance and manufacturing systems as consultant with information tech outsourcing company. Developed and coded manufacturing systems for first-time computer users as part of team. Development of code included meetings with users at mills and hands-on training of users. Analyzed, coded and modified programs and JCL for largest manufacturer of soft drinks in the country. Analyzed, implemented, and tested product for Blue Cross/Blue Shield for state Medicare conversion. Led team to document and develop analysis and feasibility studies for conversion project for Medicare at Blue Cross/Blue Shield. Analyzed and implemented code conversion. Project was implemented ahead of schedule.

08/85 – 10/87 EDS, Farmington, CT
Programmer Analyst, Lead Tester

Planned, analyzed, and completed detail system design for Medicare/Medicaid system for State of Connecticut as consultant for the largest outsourcing company in the country. Designed, developed, coded, debugged and installed pharmaceutical system for state. Led team to test, debug, and evaluate system after researching user requirements for system. Worked to install pharmacy system. Wrote answers for RFP for Medicare/Medicaid system, then worked as a team to evaluate and prepare detailed system specifications. Evaluated and assessed MARS and SURS cycle and reports as well as recipient and provider cycles. Maintained, documenting, and coded claim processing cycle as well as third-party liability component and Part B matches. Researched, assessed, and wrote answers for RFP.

PROJECTS IMPLEMENTED

Expansion of Telephone Area Codes for Credit Billing
Electronic Project for Merchant Customers to submit credit
Disaster Recovery for Equasion Applications
Zip Zoned billing and advertising conversion from county level to zip level
Sunburst Project for Baltimore Sun
Medicare/Medicaid Conversion for Blue Cross/Blue Shield
Connpace implementation for Medicaid
Medicaid/Medicare RFP and rewrite
Medicaid/Medicare tester

CERTIFICATES AND HONORS

1999 - Award in recognition of outstanding contribution to electronic project
1998 - Award for BCP exercise to analyze system
1997 - Honored for "Sunburst" project
1996 - Honored for "Zip-zoning" project
1995 - Award for Billing project

JENEAN P. PASCHALIDIS, CISSP

1420 St. Michael's Court • Edgewood, Maryland, 21040
Residence: (410) 679-8133 • Mobile: (973) 444-9102 • jeneanpaschalidis@hotmail.com

CAREER PROFILE

Senior professional with depth of experience (international & domestic) in the financial services sector (regulatory; global investment banking) and federal service. Extensive work in establishing information security/information risk management/operations risk functions, and privacy/data protection functions. Extensive work in instructional design, security awareness and technology training programs and classroom instruction. Creation and implementation of policy, standards, guidelines and their related governance, compliance, enforcement, & reporting (management and statistical) architecture; institution of international quality assurance programs and continuous improvement system. Strategic planning and resource management (budget/financial, staff, (including cross-functional teams) schedules and reporting mechanisms. Feasibility and cost/benefit analysis. Management of global operation. Excellent critical thinking, troubleshooting; problem analysis and resolution skills, ability to assimilate new and changing information, sound decision-making, and management of multiple projects. Proven leader, with the ability to build collaborative relationships, achieve corporate and departmental objectives through success in building and directing cross-functional teams and matrix-management environments. Flexibility to adapt to new situations. Strong negotiation and influencing skills. Strong written and verbal communication skills. Bilingual.

RELEVANT PROFESSIONAL EXPERIENCE

The Partridge Group- Edgewood, Maryland 2003- Present

Information Security Consulting Firm specializing in information risk management, quality management, and technology training

Consultant

- Designed information security training program for UK based company
- Create and design ISO 9000-based quality program and compliance mechanisms for largest Baltimore-based medical system

Barclays Capital- Corporate Headquarters: London, England & New York, New York 2001-2002

BC is one of the largest multi-national financial services groups in the world, with a focus on financing, risk management and corporate finance advisory services and over 5,300 employees.

Deputy Global Head- Information Risk Management (IRM) and Global Head- Policy, Standards, Compliance & Education-Operational Integrity

- Established and co-managed the Global (21 countries around the world) Information Risk Management division within Barclays Capital
- Established and managed the overall IRM operations for the policy and compliance department
- Created, developed, and implemented security policies, standards, procedures and guidelines to protect the confidentiality, integrity and availability of information assets, and conducted policy compliance reviews to ascertain conformance and/or undertake remedial action
- Conducted Corporate Group Controls Reviews (security, application risk assessments etc.) for vulnerability assessment and risk mitigation
- Ensured information security risk activities were identified and analyzed through application of the risk assessment methodology (identification; measurement; assessment/analysis; evaluation; strategies; management; audit; business continuity planning and disaster recovery; training & education, etc.)
- Developed and implemented the IRM governance architecture to refine and articulate the Board mandate for internal controls (instituted vetting, approval and review process for policy, utilizing executive management and technology councils, etc.)
- Planned, in conjunction with IT the security considerations for SDLC
- Drafted the privacy policy and maintained data protection practices to demonstrate to regulators and customers their requirements were met via corporate commitment to internal controls
- Developed and managed a comprehensive security education and awareness program
- Provided and managed the corporate communication and portal for information security/risk via an IRM global intranet site, internal publications, etc.
- Established and managed ISO 9000:2000 and ISO 9000:1994; international quality management system, to ensure consistency and improvement of working practices. Managed ISO 17799/BS 17799, to establish a comprehensive set of controls comprised of the best practices in information security
- Planned resources (budget, contract/procurement, scheduling and staffing requirements)

- Provided internal consulting services to business units, acted as public relations representative for IRM and established effective relationships with business clients. Liaised frequently with groups such as Internal Audit, Legal, IT and others on issues concerning information security/risk
- Developed and recommended strategic plans to ensure the protection and availability of information assets
- Auspices over staff of 25 individuals, as Deputy Global Head, IRM; 2 individuals as Global Head, Policy
- Cultivated accountability, integrity, employee empowerment and diversity
- *(All initiatives mentioned were accomplishments, as the division did not exist.)*

Selected Key Results:

- Established a global risk management function within the bank
- Established effective, collaborative relationships with business, IT and staff
- Aligned information risk/security activities with business objectives
- Developed and implemented the operational procedures
- Instituted and managed a quality assurance/management system
- Provided policy, governance and enforcement
- Provided internal consulting on key matters relative to business requirements
- Enhanced, substantially the bank's capability for the analysis and mitigation of non-financial risk

Federal Reserve Bank of New York --New York, New York

1997-2001

Independent governmental entity created to serve as the central bank of the United States responsible for: formulating and executing monetary policy, supervising and regulating depository institutions, providing an elastic currency assisting the federal government's financing operations, and serving as the banker for the U.S. government

Information Security Officer 2000-2001

Staff Director, Strategic Analysis & Technology Training (SATT) 1999-2000

Staff Director, Electronic Security Function (ESF) 1997-1999

- Created and directed the vision, strategy and operations relative to technology and information security training, education, & awareness in the Federal Reserve System's Second District (New York, Buffalo, Utica and East Rutherford, NJ)
- Instituted and managed quality management system, ISO 9000:2000, for SATT and ESF, as well as ISO 9000:1994 for the Electronic Security Function. (Obtained industry certification). ISO 17799 procedures & system for the Security Awareness and Training Team, to enable ESF to expand certification
- Coordinated proactive program (WAR GAME simulation techniques) to sharpen FRBNY's crisis management skills-BCP/DRP
- Co-drafted Incident Response Proposal on behalf of FRBNY for Federal Reserve System
- Expanded the FRBNY Virus Response team and its scope, designed and managed virus response training
- Developed Technology for Officer's Program, geared to familiarize Bank executives with current and emerging technologies and best practices in information security
- Managed the digital certificate (key management) and smartcard pilot for public key infrastructure project.
- Established and managed core body of 60 risk assessment liaisons, 50 electronic security liaisons (from each business unit) and the departmental staff of ten employees (security staff and technical training staff)
- Advised international central banks (the Bank of International Settlements, the Central Banks of England; Japan; Sweden; Switzerland; Germany and Korea) and financial institutions on the establishment of an information security organization—as well as other large domestic financial services institutions, government agencies, and technology organizations
- Negotiated contracts, managed vendors and leveraged products and services
- Conducted needs, feasibility and cost/benefit analysis (new products/services, space planning etc.)
- Dissolved the physical library and implemented the Virtual Computer Sciences Library
- Instituted and managed the E-Learning Program for bank employees
- Instituted and managed the Customer Security Council; Security Policy Implementation and Training Compliance and the in-house Certified Information Systems Security Professional Primer Curriculum
- Communicated and interacted with diverse sets of businesses and technology units and executive management to develop strategy, policy, and implementation planning
- Designed and managed monthly in-service programs for the Electronic Security and the Strategic Analysis & Technology Training Functions' staffs, the Automation Group's web page, as well as the Electronic Security and the Strategic Analysis Function's intranet web sites
- Created marketing media campaigns (inclusive of materials & products); designed, and conducted seminars and briefings for internal and external senior and executive delegates, maintained web presence; drafted articles for technology magazine, security newsletter and planned security, training and other events
- Designed & managed new employee security orientation program and continuing awareness initiatives
- Cultivated accountability, integrity, employee empowerment and diversity
- *(All initiatives mentioned were accomplishments, as the division did not exist.)*

Selected Key Results:

- Changed behavior of workforce (and development teams) as security became embedded in the design phase
- IT costs were reduced and time to market on products and services decreased significantly
- Built successful relationships with business and audit and ushered in control environment
- The Information Security Training Division, commended by the Federal Reserve System Board of Governors, is still regarded the core competency center for information security education, in the Federal Reserve System
- Won Incident Response bid for Federal Reserve System (now act as response center for Treasury Department as well)
- Achieved FRBNY's highest honor for my performance
- Personified and cultivated accountability, integrity and employee empowerment

The United States Postal Service--Corporate Headquarters: Washington, DC 1988-1997

The United States Postal Service delivers hundreds of millions of messages and billions of dollars in financial transactions each day to eight million businesses and 250 million Americans.

Marketing Specialist, Electronic Commerce Services (ECS) 1996-1997

Marketing Specialist, Technology Applications 1995-1996

Various Roles within the USPS 1988-1995

- Implemented the pilot phase, then roll-out of the USPS's program to integrate the FIRSTCLASS PHONECARD into smartcard technology
- Marketed ECS in the corporate-wide development effort of an ubiquitous USPS commerce server for the USPS Electronic Postmark (service for time/date stamping high-value electronic documents), Certification Authority and Storage and Retrieval Services;
- Represented ECS to (IBIP) Indicia Based Information Program (pc-based postage embedded with digital certificate)
- Developed business opportunities for ECS with key industry players, and targeted potential clients within the financial services, legal, government and medical industries for the deployment of the USPS certificate authority and electronic postage product
- Assisted in setting the strategic and tactical direction of e-commerce services, with respect to establishing the USPS as the nation's root Certification Authority; Co-drafted Concept of Operations document

Selected Key Results:

- USPS instituted a major revenue stream and catapulted itself into next-generation technology
- Achieved USPS's highest honor for my performance and continued contributions

EDUCATION

Master of International Management- International Business, University of Maryland University College, College Park, Maryland • Bachelor of Science- Business Administration, Towson State University, Towson, Maryland • Diploma-Instructional Design, United States Air Force- Air University, Alabama • Various management, personal development, technology training, post-graduate and security-related coursework.

PUBLICATIONS

White Paper: Best Practices in Virus Defense, 1998, for the Bank of International Settlements (BIS) •
Article: O Brave New World of Security- No. 2, March 1999 Banking & Technology Solutions • Articles FRBNY Internal: Frontline (Security Newsletter) and ReadOnly (Automation Division Magazine)

MEMBERSHIPS

Certified Information Systems Security Professional (CISSP) • Society of Risk Advisors • Corporate Advisory Board/Technology Managers Forum • Masie Center Technology & Learning Think-Tank • MetroSet; American Marketing Association • Baltimore Council on Foreign Affairs

AWARDS

President's Award for Excellence, Federal Reserve Bank of New York • Best Practices in Information Security Award, E-Business Forum • Meritorious Service Honor Award, United States Postal Service • Various awards/certificates of service and appreciation

Stanley Pierre

5066 Brightleaf Court
Baltimore, MD 21237

(410) 933-3958
stanley_pierre@hotmail.com

OBJECTIVE

To secure a position that will allow me to further develop my communication and technical skills.

SKILLS

COMPUTER SOFTWARE:

Microstation, Inroads, Siteworks, AutoCAD, Microsoft Office, Photoshop

EXPERIENCE

1/03 - 11/03

Elder Health Inc. Baltimore, MD

Outbound Benefit Specialist

Assisted HMO members with obtaining state and federal benefits for which they may be entitled, helped with Medicaid recertification, and acted as a representative for the member to the state.

1/00 - 8/01

STV Incorporated Baltimore, MD

Civil Engineer/Highway Design Engineer

Maintained a range of responsibility on roadway design projects including repaving, reconstruction, and new roadways projects from preliminary stages to submission - these projects were budgeted from fifty thousand dollars up to two million dollars, worked on a sidewalk design project with Baltimore City and the MTA where responsibilities included field data as well as computer data, took advantage of opportunities to work with other departments (hydrology, traffic, structural), and became very familiar with Inroads, and Siteworks engineering design software within the Microstation environment.

6/98 - 12/98

Rummell, Klepper, and Kahl Baltimore, MD

Intern/G.I.S. Operator

Worked closely with engineers and geographers on G.I.S. for large scale city project, was responsible for the quality assurance of project plans, and was responsible for the on site verification of these project plans for accuracy.

11/97 - 2/98

Glyndon Engineering and Technology Glyndon, MD

Intern/Engineering Technician I

Evaluated old Baltimore City plumbing plans and scanned them, utilized G.I.S. to establish a computer database of paper plans, and used AutoCAD to modify unreadable portions of plans.

6/97 - 9/97

Department Of Transportation Baltimore, MD

Summer Intern/City Inspector

Supervised the repaving and reconstruction of roads, monitored and logged materials used and work done by contractors in order to maintain their pay schedule.

6/96 - 9/96

Bureau of Water and Waste Water Baltimore, MD

Summer Intern/City Inspector

Supervised the large scale construction of wastewater treatment plants, in charge of inspecting all the concrete that arrived on the site (test for slump, temp., etc.), and maintained a daily log of all work done on site by many subcontractors.

10/92 - 4/96

MBNA Marketing Systems Inc. Towson, MD

Outbound Account Representative II

Maintained the sales of accounts to high level professional contacts, mentored company new hires to be efficient account representatives, and developed presentations for company executives to improve new hire training class.

EDUCATION

MORGAN STATE UNIVERSITY Baltimore, MD

Bachelor of Science, Civil Engineering

126/133 required credits

AFFILIATIONS

American Society of Civil Engineers (ASCE), member

Society of American Military Engineers (SAME), Activities Committee, 1998

National Society of Black Engineers (NSBE), member

Morgan State University Steel Bridge Team, Project Management Committee, 1998

Morgan State University Mentor

National Deans' List

NACME Scholarship Recipient, 1998

REFERENCES

Available upon request

Perm
Locations - MD, VA

Steven John Schaier

101 Strauss Avenue, Building 901

Indian Head, MD 20640

(413) 364-0164

Schydog3@aol.com

Objective: Seeking a middle management position

HIGHLIGHTS OF QUALIFICATIONS

- Active Duty Corporal/E-4 in the United States Marine Corps for over 3 ½ years with anticipated promotion to Sergeant/E-5 and an honorable discharge
- Official eligibility for a secret security clearance
- Extensive experience with accomplishments in management of people, operations, inventorying, accounting, and budgeting
- Proven ability to overachieve and adapt to diverse situations
- Exceptional computer skills

PROFESSIONAL EXPERIENCE

Organization

- Implemented supply management software over a computer network, expediting the delivery process of repair parts by an average of 5 to 10 days faster than normal
- Rebuilt a system for ordering, receiving, storing, inventorying, and issuing preventative and corrective maintenance parts for over 100 motor transportation assets totaling in value of over \$5,000,000, which drastically improved unit readiness and operational capability
- Arranged and conducted daily reconciliation meetings with accounts management and warehouse operations, establishing section cohesion and unit solidity
- Organized and maintained all tools and equipment used to perform preventative and corrective maintenance totaling in value of over \$100,000, enabling and improving shop performance
- Generated a schedule and prepared all tools and equipment for calibrations, which maintained serviceability and inspectional readiness
- Analyzed and processed reports on over 100 motor transportation assets directly reviewed by the senior director

Teaching and Supervision

- Supervised up to 20 Marines conducting maintenance on all motor transportation assets and during daily operations
- Trained relieving supervisors and managers with no prior occupational experience

Computer Skills

- Efficient with Microsoft Word, Excel, Outlook, PowerPoint, Access, Windows 3.1/95/98/2000/NT/XP

- Ability to type up to 75 WPM

Communication

- Development of interpersonal skills from over 5 years of management, supervision, and customer assistance
- Conducted numerous verbal and written counseling sessions on subordinates

EMPLOYMENT HISTORY

2000-Present	Manager and Supervisor	United States Marine Corps	
1999-2000	Professional Roofer	Martin Roofing Co.	West Springfield, MA
1998-1999	Customer Assistance	Blockbuster Video	Longmeadow, MA
1997-1998	Cashier/Stock	Brightwood Hardware	Longmeadow, MA

EDUCATION AND SPECIAL TRAINING

- Grantham University
 - Associates Degree in Business Administration - projected graduation is April 2004
 - Bachelors Degree in Business Administration - projected graduation is fall 2005
- University of Missouri-Columbia
 - Certificate in Hazardous Materials Incident Response: Awareness (8 hours)
 - Certificate in Hazardous Materials Incident Response: Operations (24 hours)
- United States Marine Corps
 - Certificate in Automotive Organizational Maintenance Course (460 hours)
 - Certificate in Chemical Biological Incident Response Force Basic Course (84 hours)
 - Certificate in Weapons of Mass Destruction Exercise Course at Nevada Test Site (50 hours)
 - Certificate in Marine Combat Training
 - Specialized training in Leadership, Communication, Diversity, Drug and Alcohol Safety, Equal Opportunity, and Sexual Harassment

AWARDS

- Navy and Marine Corps Achievement Medal
- National Defense Medal
- Good Conduct Medal
- Meritorious Unit Citation Ribbon
- Overseas Deployment Ribbon (2 years)
- Expert Rifle Marksmanship Badge (3 years)
- Certificate of Appreciation from Marine Corps Community Services for volunteer support

**DEREK L. SIMMS
5 JOVILLE CT
Randallstown, Maryland 21133
(410) 922-8639**

Summary of Qualifications

- Experienced in delivering a high level of customer service
- Creative, resourceful – overall effective team member with high levels of energy
- Accustomed to handling money
- Accustomed to working comfortably with others or alone

Summary of Accolades

- Successfully participated in and obtained 4 Microsoft Office User Specialist certifications
- Successfully participated and completed 1 year of Visual Basic.Net programming
- Successfully participated and completed 1 year of HTML programming
- Successfully participated and completed 1 year of Entrepreneurship
- Currently working to complete my high school studies
- Currently working under CCNA networking
- Currently working under JavaScript programming

Professional Experience

Food With A Flare, Caterer

June 2002 – August 2002

Every once in a while, people like to throw parties. But a lot of times, people do not have the desire to do the work of setting up the party. That's where Food With A Flare comes in. *Food With A Flare* can not only supply you with the food for your party, but also brings their own accessories and items to make you party, dinner, or get-together a memorable one.

- Distributed goods to customers.
- Served food to customers.
- Loaded goods to be delivered.

McDonalds, Cook

June 2003 – November 2003

For years, *McDonalds* has been the leading company in the fast food industry. With strong, committed service and a company dedicated to serving you the best fast food in the business, *McDonalds* not only wants to see you smile... They want to see you served right.

- Prepared food for our customers' orders.
- Prepared meat for our customers' food.
- Stocked store facilities.
- Cleaned store facilities.

Target, Cashier/Sales Floor Representative

November 2003 – February 2004

Target makes sure that when the customer walks through their doors, they find not only find the products that they seek, but they find these products at an affordable price. More importantly, *Target* makes sure that the service the customer receives is superior to any other store they have visited. The motto speaks for itself... "Expect more. Pay less. Target."

- Stocked needed materials areas of work.
- Take care of customer's needs.
- Maintain a safe and prosperous environment in my area of the store.

References – Available upon request

Charles Pierce Strickland
4741 Hickory Nut Pl
Dumfries, VA. 22026
Primary Phone: 865-660-2577
Secondary Phone: 865-660-2577
Email: cstrick2@utk.edu

Social Security Number: 225-41-9993
Country of citizenship: United States of America
Veterans' Preference: No
Contact Current Employer: Yes

OBJECTIVE

Masters of Public Administration student seeking an internship within a federal agency. I have excellent communication and interpersonal skills and wish to apply them within the federal government.

TARGET JOB

Target Job Title: Administration
Desired Job Type: Intern
Desired Status: Full-Time
Site Location: No Preference

Description of my perfect job:

My ideal job would encompass a summer internship possibly leading to full time employment upon my completion of my masters degree. I seek to work in a high pace environment where ideas are free flowing and the work is challenged. An ideal environment for me would include working with many people on many different levels. An environment where work is challenging and often is ideal for my type of personality.

TARGET LOCATIONS

Relocate: Yes

US-DC-Washington/Metro US-VA-Fairfax US-VA-McLean/Arlington

WORK EXPERIENCE

U.S Army Reserves, 301s Signal Co Det 1
Frederick/ Marland

1/2001 - Present
Salary: E-4

Specialist

Member of the United States Army Reserves. Specialist Cable Wire System Installer and Maintainer (Contact Supervisor: Yes, Supervisor's Name: April Shamblin, Supervisor's Phone: 301-619-2923)

EDUCATION

West Virginia University
Morgantown, West Virginia US
Bachelor's Degree - 5/2003
128 Semester Hours
Major: Political Science
Minor: Business
GPA: 3.0 out of 4.0
Description: Graduated in May of 2003 with a Bachelors degree in Political Science with a concentration in Business

University of Tennessee
Knoxville, Tennessee US
Master's Degree
9 Semester Hours
Major: Public Administration
Minor: Policy
GPA: 4.00 out of 4.00
Description: I am in the process of completing my Masters of Public Administration with a concentration in Policy. Expected graduation date is May 2005

AFFILIATIONS

8/2003 - Present

Graduate Organization for
Public Administrators

Member

**JOB-RELATED
TRAINING
COURSES**

Communication 110- 12/2001

**JOB-RELATED
SKILLS****Skill Name****Skill Level****Last Used****Experience**Microsoft Office
LatinIntermediate
IntermediateCurrently used
1 year ago5 years
3 years**JOB-RELATED
CERTIFICATES AND
LICENSES**

Secret Security Clearance 8/2001-Present

**JOB-RELATED
HONORS, AWARDS,
MEMBERSHIPS,
ETC.**1. Outstanding Junior Officer/Cadet
Pentagon Internship 8/20022. Assistant Army Chief of Staff for Installation Management Award, Major General Lust,
Pentagon 8/2002**SUPPLEMENTAL
INFORMATION**

As stated previously, I am a graduate student in Public Administration seeking a summer internship with the deferal government. I believe that my excellent communication skills will benefit any agency. I have the ability to analyze complex situation an I believe that I work well with many different types of people. I am a quick learner and am always looking to learn more. If hired I know that I will be an asset to any agency or department

REFERENCES**April Shamblin**

301st Sig Company Det 1

Unit Administrator

Phone Number:

301-619-2923

Reference Type:

Professional

Robert Cunningham

University of Tennessee

Poffessor

Phone Number:

423-974-7090

Email Address:

rcunning@utk.edu

Reference Type:

Professional

David J Houston

University of Tennessee

Proffessor

Phone Number:

865-974-5278

Reference Type:

Professional

MPA graduate student seeking a paid summer internship within the federal government. Seeking relevant experience that will coincide with my studies as a graduate student. Seeking work experience that will give me hands on application to my in class studies.

Joseph Vincent Swanson
9434 Farewell Road
Columbia, Maryland 21045
410.992.3206

February 21, 2004

Mr. Sir/ Madam:

This letter is to inquire about the possibility of obtaining work as a full-time Network Support Engineer/Network Administrator/Desktop Support Engineer/Application Specialist.

For the past three years I was employed as a government contractor through a company named CMS Information Services, Inc. based out of Vienna, Va. My assignment was with the Social Security Administration as a network analyst/engineer working at SSA's main campus headquarters in Baltimore, Maryland.

There I kept current with changes to the NT\Windows 2000\MS-Exchange environment and made recommendations for improvements as necessary to optimize performance and stability of their servers and network infrastructure.

I would like very much to discuss this matter further with you at a mutually convenient time. I can be reached at 301.404.6844. I am eagerly looking forward to meeting with you. Thank you for your time in reviewing my information.

Sincerely,

Vincent Swanson

Enclosure: resume

Joseph Vincent Swanson
9434 Farewell Road
Columbia, Maryland 21045
410.992.3206
vince@usmc.net

OBJECTIVE: To provide network engineering services and desktop support to major government offices or a corporation components that rely heavily on computers and network servers.

EMPLOYMENT:

10/99 to 12/03 Cost Management Services Information Systems, Inc. Vienna, Va.
Network Analyst III

Supporting ODISP ITSS Social Security Administration in Baltimore, Maryland as a Network Support Mid-level Information Engineer. Major job duties include monitoring, maintaining and troubleshooting the MS-Exchange 5.5 email server, all components member servers, all application and file servers as well as production and development servers. This includes troubleshooting, planning and implementing, designing the infrastructure and advice on major software and product purchases.

- Keep current with changes to the NT/W2K/Exchange environment.
- Make recommendations for improvements as necessary.
- Review issues such as storage capacity, future expansion, support, use of additional network utilities and disaster recovery.

Maintenance and hardware redundancy is addressed. Create and present an implementation plan containing step by step procedures to carry out major recommendations prior to the completion of work. Install and configure additional equipment in SSA-owned servers or workstations according to SSA accepted configurations standards. When dealing with additional storage within servers, ensure that RAID/mirroring is properly configured and the additional storage capacity is fully utilized.

Provide support services for the NT/W2K/Exchange environment along with other support personnel as well as Systems on various infrastructure projects. Many hours may be dedicated to tasks that have infrastructure implications.

Developed procedures for using performance monitoring tools to monitor NT/W2K servers to track, identify and analyze configuration information and make recommendations for improvements to ensure stabilization of hardware, relieve bottlenecks and minimize downtime.

Responsible for researching hardware and software required to support the automation environment within the scope of the Center of Technology Management and Social Security Administration.

Major projects have included:

- Mapping out new infrastructure server room for power, network connections, fiber connections, server racks and servers.
- Planning and implementing server replacements with high-end Windows 2000 Dells servers.
- Tracking all projects – server and workstation, repair and upgrades, installs and changes for SSA and contract management.
- Planning and implementing workstation replacements.
- Installing, configuring, troubleshooting users that moved from WinNT to W2K for Lotus Notes and Quick Place.
- Planning and implementing workstation upgrade of operating systems from WinNT to Windows 2000 Pro.

Other SSA Baltimore campus projects include working with SSA OTSO Email Migration and Groupware Branch with enterprise-wide email migration and site promotions. Front line Customer support for SSA field office staff across the country for email migration advice and troubleshooting. Duties include: assisting headquarters and site staff in preparing remote automated email migration, validating preparatory data and activities that have been properly completed, monitoring and ensuring replication of Directory Services and forcing replication when necessary, monitoring and troubleshooting email migration between site servers (both cc:Mail to Exchange and field office to ROCC within Exchange), provide support and troubleshooting to Exchange/Outlook 2000 services, troubleshoot client configuration and profile install issues.

Perform and document all of the above while maintaining a very high level of customer service.

**12/98 to 10/99 Washington Suburban Sanitation Commission/NESCO Laurel, MD.
PC/Network Support/Inventory Control Specialist.**

Network Service Group

Setup, configure and troubleshoot computers tied into the network in a Windows NT, Windows 95/98, Windows for Workgroups, Windows 3.xx. Repair all computers that can be fixed prior to calling a service vendor for part replacements. Troubleshoot network and printer connectivity problems. Network configuration includes setup and configuration of desktops and printers using Ethernet and Token-ring technology. Repair and replace computer components to include replacing hard drives, modems, network cards, CDROM, memory chips for laptops, workstations and servers.

Maintain inventory and tracking of all computers, monitors, printers and all related equipment to include hard drives, network cards, system boards and all peripherals. Ensure the proper response by service vendors to repair or replace computer or network components.

COMMITTEE ORGANIZATIONS:

Honorary membership with **Community Building in Howard County** as a Technical Advisor – built and donated their first website and provide advice on technical issues for all on-going and future projects.

Honorary membership with the **Veterans and Military Affairs Assistance Committee (VMAAC)** at the **Social Security Administration** – currently holding the position as Associate Committee Member and Chair of the Intranet/Internet Sub-Committee. Worked to develop VMAAC's first Intranet and Quick Place websites.

EDUCATION:

H.S. Diploma, North Carolina State Board Of Education,
GED 1978

Electronics certificates
Technical Education Center, Rockville, MD. June 1996.

Microsoft MCP June 2000
A+ Certification June 1996

The University of the District of
Columbia, Wash., D.C.
June 1980 (one year completion)

MILITARY: United States Marine Corps, Graduated top honors Parris Island, SC
February 1975 Honorable discharge, 1974 – 1979

Vietnam Era War Veteran
USMC Advanced Field Artillery School – Fort Sill, OK May 1975
USMC Military Police Chaser School, June 1975
USMC Paratrooper Jump School August 1975
USMC Non-Commissioned Officers School June 1979
Three meritorious promotions.
Expert rifle and expert pistol.

REFERENCES: Furnished upon request.

Joseph Williams

Objective

To obtain a position that will allow me to gain additional knowledge, as well as, allow me to apply my current knowledge of Business Management within an organization. Also, to allow me to use my leadership, team building, decision making, and critical thinking skills to enhance my job performance.

Education

1994 – 1999

Towson, MD

Bachelors of Arts in Mass Communication

- Towson University, Towson MD
- Bachelors of Arts in Mass Communication.

2002 - 2004

Timonium, MD

Masters in Organizational Business Management

- University of Phoenix
- Bachelors of Arts in Mass Communication.

2002 - 2005

Towson, MD

Masters in Middle School Mathematics

- Towson University
- Bachelors of Arts in Mass Communication.

Work experience

July 2000 – Present Teacher

Baltimore, MD

Teacher

- Utilizes a variety of teaching strategies (cooperative learning groups, whole group instruction, 4MAT learning styles) to teach core curriculum to multi-ability students. Created a peer tutoring system and individualized standards to meet the needs of multi-cultural, low-achieving students. Contributed to the learning process of seventh grade students by administering the regular teacher's plans, grading papers, and providing feedback for follow-up activities. Manages a team of five teachers, conducts weekly team meetings, creates team schedule, develops intervention and classroom management procedures for the seventh grade units. Compiles statistical data, interpret and explain new policies, create new communication procedures using new technology.

October 2001 – Present

On-line Educator

Baltimore, MD

Teacher

- Educates students in math and reading using pre designed lesson plans. Incorporates computer literacy in the electronic learning community. Monitors on-line teaching sessions; provide positive

feedback to fellow on-line instructors. Records and reports statistical data to proper departments within the company.

January 2000 – July 2000 T. Rowe Price, Inc. Baltimore, MD

Retirement Plan Representative

- Recorded and reported statistical data in a timely manner to the appropriate departments within the company. Created spreadsheets, graphs, and gant charts to illustrate distributions, withdrawals, and deposits. Completed enrollments for new clients, compiled data using computers software, maintained and updated client fields. Completed on-line trades for clients